



## Nokia XR21 Mobile User Guide

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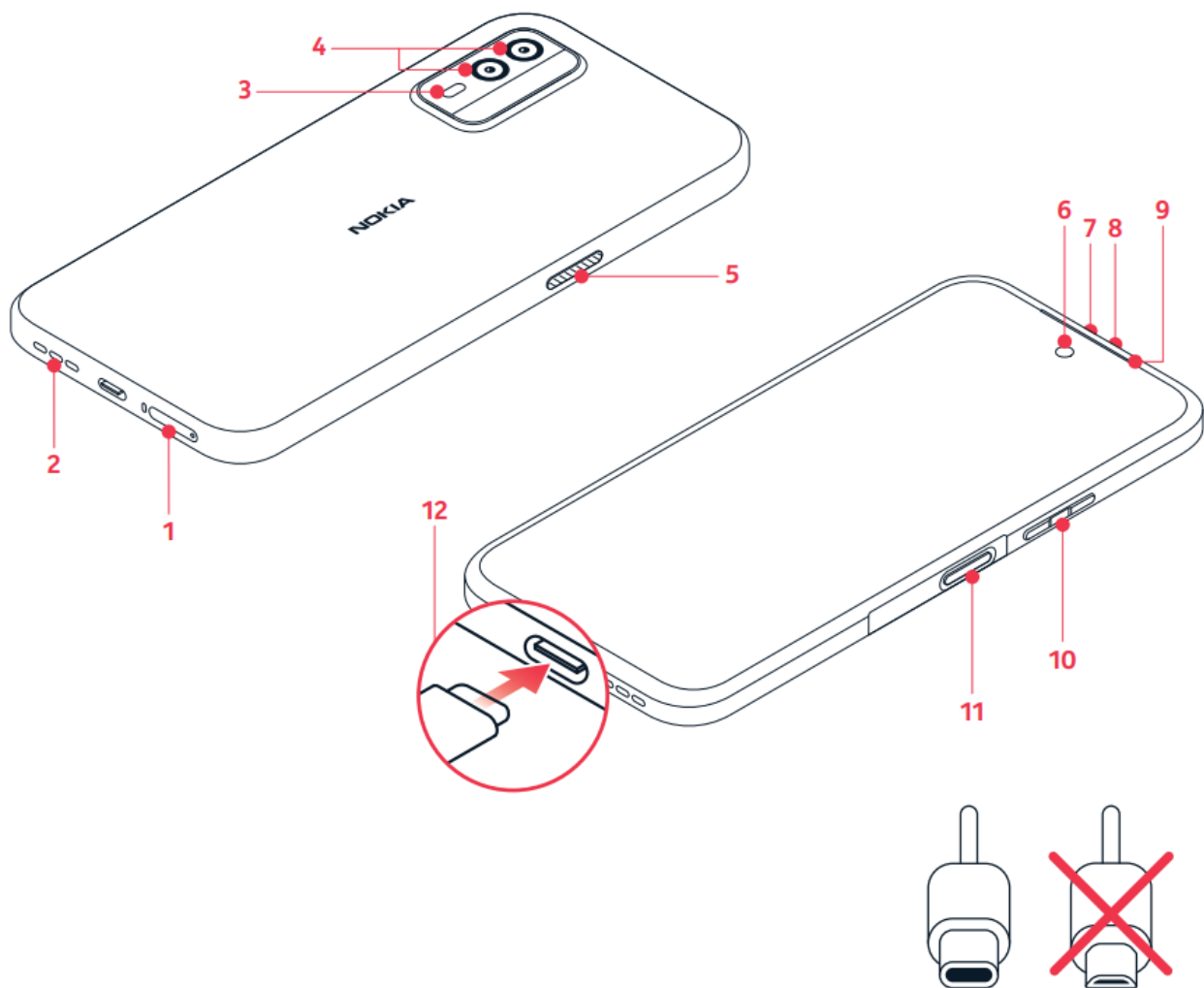
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# NOKIA

**Nokia XR21 Mobile**



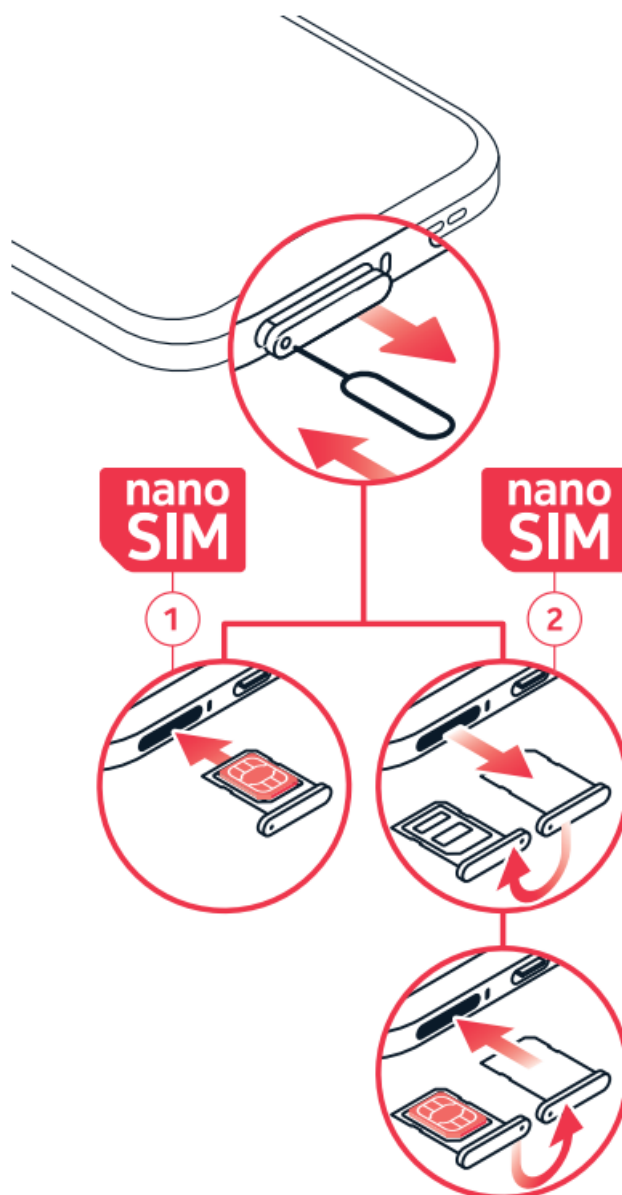
## OVERVIEW



1. SIM card slot
2. Loudspeaker
3. Flash

4. Camera
5. Programmable key
6. Front camera
7. Programmable key
8. Headset connector
9. Earpiece
10. Volume keys
11. Power/Lock key, Fingerprint sensor
12. USB connector

## Insert the SIM card



1. Open the SIM card tray: push the tray opener pin in the tray hole and slide the tray out.
2. Put the nano-SIM in the SIM slot on the tray with the contact area face up.
3. If you have a second SIM, put it in the SIM2 slot.
4. Slide the tray back in.

Use only original nano-SIM cards. Use of incompatible SIM cards may damage the card or the device, and may corrupt data stored on the card. If you have an eSIM card instead of a physical SIM card, switch on your phone and follow the instructions on the phone. To be able to activate your eSIM, you need a Wi-Fi connection. Note that if you have a single-SIM phone, you can only have one SIM card, physical or eSIM, active at a time. If you have a dual-SIM phone, you can have two physical SIM cards or a physical SIM and an eSIM active at a time. For information on eSIM cards, contact your network operator. Both SIM cards are available at the same time when the device is not being used, but while one SIM card is active, for example, making a call, the other may be unavailable.

## Charge the battery and switch the phone on

Plug a compatible charger into a wall outlet, and connect the cable to your phone. Your phone supports the USB-C cable. You can also charge your phone from a computer with a USB cable, but it may take a longer time. If the battery is completely discharged, it may take several minutes before the charging indicator is displayed. To switch your phone on, press and hold the power key until the phone vibrates. The phone guides you through the setup.

For a product-specific online user guide, safety instructions, warranty information, and troubleshooting help, or finding the nearest authorized service facility, go to [www.nokia.com/mobile-support](http://www.nokia.com/mobile-support).



## Product and safety info

**Important:** For important info on the safe use of your device and battery, read the Product and safety info booklet before you take your device into use.

You can only use your device on the GSM 850, 900, 1800, 1900; WCDMA 1, 2, 4, 5, 8; LTE 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 20, 25, 26, 28, 32, 38, 39, 40, 41, 42, 43, 48, 66, 71; 5GNR n1, n2, n3, n5, n7, n8, n20, n25, n28, n38, n40, n41, n48, n66, n71, n77, n78, n79 networks. You need a subscription with a service provider.

**Important:** 5G might not be supported by your network service provider or by the service provider you are using when traveling. To make sure your device works seamlessly when full 5G service is not available, it is recommended that you change the highest connection speed from 5G to 4G. To do this, on the home screen, tap Settings > Network & internet > SIMs, tap the SIM, and switch Preferred network type to 4G. For more info, contact your network service provider.

## Maximum transmit power

GSM 850, 900	35 dBm
GSM 1800, 1900	32 dBm
WCDMA 1, 2, 4, 5, 8	25 dBm
LTE 1, 2, 3, 4, 5, 7, 8, 12, 13, 17, 20, 25, 26, 28, 32, 38, 39, 40, 42, 43, 48, 66, 71	25 dBm
LTE 41	27 dBm
5G NR n1, n2, n3, n5, n7, n8, n20, n25, n28, n38, n40, n48, n66, n71, n77	25 dBm
5G NR n41, n78, n79	27.5 dBm
Bluetooth® 2400-2483.5 MHz	10 dBm
WLAN 2400-2483.5 MHz	19 dBm
WLAN 5150-5250, 5470-5725 MHz	17 dBm
WLAN 5250-5350 MHz	17 dBm
WLAN 5725-5850 MHz	17 dBm
NFC	20 dBuA/m

Your device has an internal, non-removable, rechargeable lithiumpolymer battery. Do not attempt to remove the battery or back cover, as you may damage the device. To replace the battery, take the device to the nearest authorised service facility. Charge your device with the AD-030 chargers. HMD Global may make additional battery or charger models available for this device.

Charging time can vary depending on device capability. Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately. When charger is not included in the sales box, charge your device using the data cable (included) and a USB power adaptor (may be sold separately). You can charge your device with third-party cables and power adaptors that are compliant with USB 2.0 or later and with applicable country regulations and international and regional safety standards. Other adaptors may not meet applicable safety standards, and charging with such adaptors could pose a risk of property loss or personal injury. It is recommended to use a power adaptor with an input of 100-240V~50/60Hz 0.5A and output of 9.0V/2A to optimise the charging of your device.

The surface of the device is nickel-free.

Parts of the device are magnetic. Metallic materials may be attracted to the device. Do not place credit cards or other magnetic stripe cards near the device for extended periods of time, since the cards may be damaged.


**Note:** Pre-installed system software and apps use a significant part of memory space.

Keep a safe distance when using the flash. Do not use the flash on people or animals at close range. Do not cover the flash while taking a photo.

### Emergency calls

**Important:** Connections in all conditions cannot be guaranteed. Never rely solely on any wireless phone for essential communications like medical emergencies.

Before making the call:

- Switch the phone on.
- If the phone screen and keys are locked, unlock them.
- Move to a place with adequate signal strength.
  1. On the home screen, tap .
  2. Type in the official emergency number for your present location. Emergency call numbers vary by location.

3. Tap .

4. Give the necessary info as accurately as possible. Do not end the call until given permission to do so.

You may also need to do the following:

- If your phone asks for a PIN code, tap Emergency call.
- Switch the call restrictions off in your phone, such as call barring, fixed dialing, or closed user group.
- If the mobile network is not available, you may also try making an internet call, if you can access the internet.

### **Battery and charger safety**

Once charging of your device is complete, unplug the charger from the device and electrical outlet. Please note that continuous charging should not exceed 12 hours. If left unused, a fully charged battery will lose its charge over time. Always keep the battery between 15°C and 25°C (59°F and 77°F) for optimal performance. Extreme temperatures reduce the capacity and lifetime of the battery. A device with a hot or cold battery may not work temporarily. Obey local regulations. Recycle when possible. Do not dispose as household waste.

Do not expose the battery to extremely low air pressure or leave it to extremely high temperature, for example dispose it in a fire, as that may cause the battery to explode or leak flammable liquid or gas. Do not dismantle, cut, crush, bend, puncture, or otherwise damage the battery in any way. If a battery leaks, do not let liquid touch skin or eyes. If this happens, immediately flush the affected areas with water, or seek medical help. Do not modify, attempt to insert foreign objects into the battery, or immerse or expose it to water or other liquids. Batteries may explode if damaged.

Use the battery and charger for their intended purposes only. Improper use, or use of unapproved or incompatible batteries or chargers may present a risk of fire, explosion, or other hazard, and may invalidate any approval or warranty. If you believe the battery or charger is damaged, take it to a service center or your phone dealer before continuing to use it. Never use a damaged battery or charger. Only use the charger indoors. Do not charge your device during a lightning storm.

To unplug a charger or an accessory, hold and pull the plug, not the cord.

Additionally, the following applies if your device has a removable battery:

- Always switch the device off and unplug the charger before removing the battery.
- Accidental short-circuiting can happen when a metallic object touches the metal strips on the battery. This may damage the battery or the other object.

### **Take care of your device**

Handle your device, battery, charger and accessories with care. The following suggestions help you keep your device operational.

- Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can contain minerals that corrode electronic circuits. If your device gets wet, remove the battery if possible, and let the device dry.
- Do not use or store the device in dusty or dirty areas.
- Do not store the device in high temperatures. High temperatures may damage the device or battery.
- Do not store the device in cold temperatures. When the device warms to its normal temperature, moisture can form inside the device and damage it.
- Do not open the device other than as instructed in the user guide.
- Unauthorized modifications may damage the device and violate regulations governing radio devices.
- Do not drop, knock, or shake the device or the battery. Rough handling can break it.
- Only use a soft, clean, dry cloth to clean the surface of the device.
- Do not paint the device. Paint can prevent proper operation.
- Keep the device away from magnets or magnetic fields.

- To keep your important data safe, store it in at least two separate places, such as your device, memory card, or computer, or write down important info.

During extended operation, the device may feel warm. In most cases, this is normal. To avoid getting too warm, the device may automatically slow down, close apps, switch off charging, and if necessary, switch itself off. If the device is not working properly, take it to the nearest authorized service facility.

### Protect your hearing

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

### Safety and texting while driving

Safety should be every driver's first priority. Drivers must obey all local laws that may include restrictions on the use of mobile phones or accessories while driving. If use is legal, always keep your hands free to operate the vehicle while driving and use a hands-free device whenever possible. Suspend calls in heavy traffic or hazardous weather. Get to know your mobile phone and its features and make any necessary information inputs prior to driving. Do not input data or engage in text messaging while driving. Mobile phones should not be used when use may be a distraction to the driver.

**Note:** The device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in the following countries:

AT	BE	BG	HR	CY	CZ	DK
EE	FI	FR	DE	EL	HU	IE
IT	LV	LT	LU	MT	NL	PL
PT	RO	SK	SI	ES	SE	UK(NI)

### Wet or dusty conditions

This device has been given a rating of IP68 for dust and water resistance based on tests done in standby mode under controlled laboratory conditions. This resistance is not a permanent condition, and may decrease as a result of normal wear. Water resistance means resistance against cold, clean fresh water only. Do not expose the device to any other type of liquid, (such as sea water, soap water, pool water, detergent, acids or solvents, perfume, adhesive remover, hair dye, lotions, sunscreen or oil). Do not submerge the device in water. If the device has been exposed to water, wipe it off with a dry cloth. If it has been exposed to any other liquid, immediately splash some clean fresh water onto the device. Carefully wipe the device dry. Do not charge the device or connect anything if the connectors are dusty, wet, or damp.

**Important:** To prevent liquid damage, avoid swimming or bathing with the device, exposing it to pressurized or high velocity water (such as when showering, surfing or jet skiing), using the device in a sauna or steam room, intentionally submerging the device in water, or using the device outside the suggested temperature ranges or in high humidity conditions.

**Important:** Accessories for use with this device are not as waterresistant as the device itself. For example, chargers should only be used in dry conditions, never when damp or wet.

### Certification information (SAR)

This mobile device meets guidelines for exposure to radio waves as set forth by the Council of Europe (CE). Refer to the following.

### European RF Exposure Information

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health. The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg and the highest SAR value for this device when tested at the ear is 1.10 W/kg\*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body.



In this case, the highest tested SAR value is 1.16 W/kg\* at the separation distance of 0.5 cm from the body. For electronic safety, maintain the separation distance with accessories containing no metal, that position handset a minimum of the above distance. Use of other accessories may not ensure compliance with RF exposure guidelines.

\*The tests are carried out in accordance with international guidelines for testing.

This mobile device meets guidelines for exposure to radio waves as set forth by the Federal Communications Commission (FCC). Refer to the following.

### **FCC RF Exposure Information**

Your handset is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless handsets employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this handset model as reported to the FCC when tested for use at the ear is 1.40 W/kg, and when worn on the body in a holder or carry case, is 1.05 W/kg. Body-worn Operation; This device was tested for typical body-worn operations with the handset kept 1.0 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this handset model with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this handset model is on file with the FCC and can be found under the FCC ID Search section of [www.fcc.gov/oet/ea/](http://www.fcc.gov/oet/ea/) after searching on FCC ID 2AJOTTA-1486. Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at [www.fcc.gov/general/radio-frequency-safety-0](http://www.fcc.gov/general/radio-frequency-safety-0).

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value. Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values.

For more info, go to [www.sar-tick.com](http://www.sar-tick.com). Note that mobile devices may be transmitting even if you are not making a voice call. Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) guidelines. FCC ratings for your device and more information on SAR can be found at <http://transition.fcc.gov/oet/rfsafety/sar.html>.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at [https://www.who.int/healthtopics/electromagnetic-fields#tab=tab\\_1](https://www.who.int/healthtopics/electromagnetic-fields#tab=tab_1).

### **Copyrights and other notices**

#### **EU Declaration of Conformity**

Hereby, HMD Global Oy declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the EU Declaration of Conformity can be found at [https://www.nokia.com/en\\_int/phones/declaration-of-conformity](https://www.nokia.com/en_int/phones/declaration-of-conformity).

#### **FCC notice:**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. For more info, go to



[www.fcc.gov/engineeringtechnology/electromagnetic-compatibility-division/radiofrequency-safety/faq/rf-safety](http://www.fcc.gov/engineeringtechnology/electromagnetic-compatibility-division/radiofrequency-safety/faq/rf-safety). Any changes or modifications not expressly approved by HMD Global could void the user's authority to operate this equipment. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### **HAC notice:**

Your phone is compliant with the FCC Hearing Aid Compatibility requirements.

The FCC has adopted HAC rules for digital wireless phones. These rules require certain phones to be tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing aid compatibility standards. The ANSI standard for hearing aid compatibility contains two types of ratings:

- **M-Ratings:** Rating for less radio frequency interference to enable acoustic coupling with hearing aids.

**T-Ratings:** Rating for inductive coupling with hearing aids in telecoil mode.

Not all phones have been rated. A phone is considered hearing aid compatible under FCC rules if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. These ratings are given on a scale from one to four, where four is the most compatible. Your phone meets the M3/T3 level rating.

However, hearing aid compatibility ratings don't guarantee that interference to your hearing aids won't happen. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs. This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to <http://www.fcc.gov/cgb/dro>.

This device has an electronic label for certification information. To access it, select Settings > System > Certification.

HMD Global Oy provides a Manufacturer's Limited Warranty ("Warranty") for each genuine device (the "Product") and related Accessories (as defined in Section 2 of the Warranty) designated for sale in the United States of America and Canada. The complete Warranty document is available at the following link and can be accessed by entering your device model number and selecting the applicable country and language:

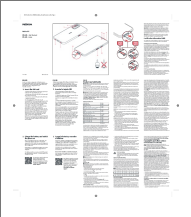
[https://www.nokia.com/phones/en\\_us/support/topics/warranty-finder](https://www.nokia.com/phones/en_us/support/topics/warranty-finder).

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## Documents / Resources

	<a href="#">Nokia XR21 Mobile</a> [pdf] User Guide XR21 Mobile, XR21, Mobile
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## References

- [Nokia Corporation](#)
- [Declaration of Conformity](#)
- [Nokia Corporation](#)
- [MWF - SAR Tick](#)
- [The latest Nokia phones and accessories](#)
- [User Manual](#)